

Abstract

5 An automated self-storage reservation and management
system is disclosed. The system enables customers to make a
reservation for a self-storage unit, view a map for a storage
facility, enter or update customer information, make a
payment, view payment history and print receipts. Facility
personnel can utilize the system to manage inventory and
client accounts, generate reports, track sales, vacancies and
10 delinquencies. The automated system preferably includes a
communications feature that enables facility personnel to
communicate with each other or with customers regarding
customer accounts. Upon the occurrence of a predetermined
event, the system automatically generates notices to customers
or facility personnel.

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